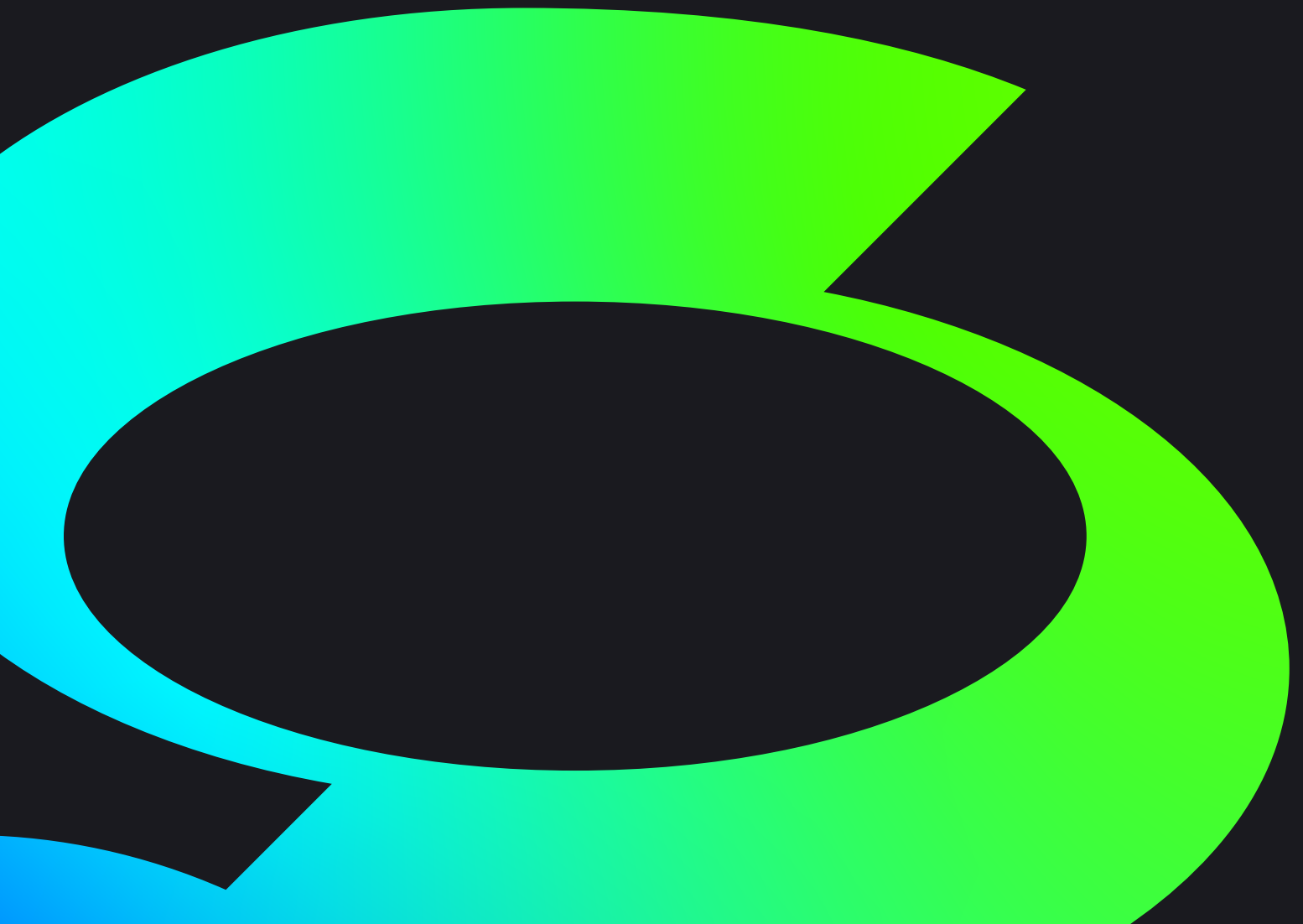




SOLUTION SHEET

Public safety managed services: Infrastructure management



Introduction

Many public safety agencies continue to rely on legacy technology while spending a majority of their IT budgets maintaining existing systems. This makes it increasingly difficult to improve resilience, security and operational readiness. Deployed on-premises, in the cloud or in hybrid environments, today's public safety systems often include multiple third-party integrations that require continuous configuration, monitoring and optimization. Agencies must also meet evolving regulatory requirements while protecting sensitive data, all as technology continues to advance. These demands can place a significant burden on organizations that lack the in-house resources or technical expertise to keep pace.

Octave's public safety managed services are designed to support and optimize an agency's infrastructure management. Each package is tailored to meet varying operational needs – from foundational support to extensive infrastructure management.

Infrastructure package options

There is no one-size-fits-all approach to managed services. Some agencies need ongoing support for mission-critical systems, while others are looking for specialized expertise during major upgrades, cloud migrations or modernization initiatives.

Managed services – infrastructure				
Service	Base	Essentials	Advantage	Professional
Certificate management	✓	✓	✓	✓
LoadMaster management	✓	✓	✓	✓
Hypervisor & infrastructure management	✓	✓	✓	✓
Infrastructure monitoring & alerting		✓	✓	✓
Windows update		Quarterly	Monthly	Monthly
Backup monitoring & restoration support				✓
Endpoint protection & cybersecurity response				✓

With **Octave managed services**, your team can focus on your core mission – serving your community.

Managed services backed by 30-plus years of public safety experience

Octave’s global team of specialists brings deep knowledge of your system architecture, performance characteristics, integrations and future product roadmap. Working as an extension of your team, they provide proactive guidance, technical expertise and ongoing support to help keep systems reliable, secure and optimized.

Designed to meet diverse operational and regulatory requirements, Octave managed services provide flexible support that adapts to your agency’s needs. Whether delivering routine operational services, modernization initiatives or project-based expertise, Octave helps agencies improve performance, reduce complexity and prepare for future technology advancements.

Offering		Benefits	
	Deep public safety operational knowledge and Octave technology expertise		• Resolve issues faster • Modernize technology quickly and keep systems current • Reduce stress on in-house resources
	Scalable, resilient support that supplements agency resources with ongoing IT services and system management		• Reduce budget constraints • Alleviate staffing pressures • Eliminate risk of knowledge loss
	Reliable, uninterrupted technology operations that ensure system dependability, operability and continuous service		• Make operationally aligned decisions • Remain compliant • Ensure actions are technically sound and support your unique priorities

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

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